

Role Title - Ticketing Team Member

Job Purpose:

Facilitate tickets getting to participants

Key Responsibilities:

- Manage public ticket sale.
- Manage sale and distribution of reserve tickets for essential crew, qualifying Theme Camps and Art Grant recipients.
- Manage Secure Ticket Exchange Program (STEP).
- Communicate relevant ticketing information to the community via the website, Facebook and EFP (Electric Fencepost - Kiwiburn newsletter).
- Manage volunteers to deal with on-site ticket processing at Gate
- Respond to emails through the Kiwiburn Ticketing Gmail address.

Working Relationships:

- Ticketing Team
- Gate Lead
- Communications Facilitator
- Quicket
- Operations Facilitator

Time Commitment:

- **Year round:** About 2-6 hours a week (most time during and after the public sale, and during the event lead-up).
- **On site:** Rostered shifts, manage volunteers. Particularly on Day One: Wednesday.
- **Post Event:** 5-8 hours, mostly to help produce Afterburn report and give feedback to Quicket.

Necessary Qualities, Knowledge and Experience:

- Tech savvy
- Good communication skills
- Patient and compassionate to user issues
- Ability to train and organise volunteers
- Good organisational skills
- Can be trusted with sensitive and confidential information
- Reliable Internet connection and own PC/laptop



Job Description

Desirable Qualities, Knowledge and Experience:

- Social media understanding/experience
- Honest and realistic commitment to see the role through to post event.

The Ticketing Team will receive ongoing support and direction from the current Ticketing Team Leads.

If you are interested in this role, please email volunteer@kiwiburn.com

Revision date - 09/02/18